






Mayor's Action Center
Service Level Attainment Compliance
May 2010

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20			Out of compliance by 1 Sec.	
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure			Out of compliance by 22.99%	
Top 5 Service request	Weeds (6,507)	Animal (1,922)	Chuckhole (1,271)	Trash (1,083)	Abandon Vehicle (555)